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IN REPLY PLEASE REFER TO:  
16:CPO/003

January 25, 2016

TO: Interested Parties

FROM: Rick T. Sogawa   
Procurement Officer

SUBJECT: Request for Proposals No. ITO-2015-05, Addendum No. 3  
Website Redesign Service for HPHA

This Addendum No. 3 is to amend the RFP and provide clarifications to the RFP as follows:

**Part I – Amendments to the RFP:**

1. A new subparagraph 8e is added on page 22 of Paragraph B. The elements of the website shall include, without limitations under Section 2, Scope of Services of the RFP as follows:  
  
“e. Migrate current HPHA website contents to the new website as instructed by the HPHA, including without limitation solicitation notices, career opportunity announcements, Board of Director meeting packets, etc. Solicitation notices, career opportunity announcements, and Board of Director meeting packet documents will be provided on the website in English only, translation of these documents are not required.”
2. Subparagraph 12 on page 22 of Paragraph B. The elements of the website shall include, without limitations, under Section 2, Scope of Services of the RFP shall be amended as follows:  
  
“12. Designed to be updatable by HPHA staff **with username and permissions for editing of website** without requiring any further intervention from the Successful Offeror upon completion of the project.”
3. Subparagraph 5 on page 20 of Paragraph B. The elements of the website shall include, without limitations, under Section 2, Scope of Services of the RFP shall be amended as follows:

- “5. Data collection capability **on the English website** to capture public comments/feedback through the use of online forms. **Data collection capability is not required for the translated multilingual webpages.**”
4. Subparagraph 2) on page 19 of Paragraph 3. Video and Audio Capability, under Section 2, Scope of Services of the RFP shall be deleted in its entirety and replaced with the following:
- “2) Feature an actor/actress on screen that reflects the diverse ethnic population in Hawaii.
- i. The actor/actress may be professional talents, HPHA staff and/or public housing residents and shall be a native speaker of each language. The HPHA will have native speakers, HPHA staff and/or public housing residents, available for the Successful Offer to film the welcome video in all 10 languages on the Island of Oahu.
- ii. The Successful Offeror shall obtain HPHA's approval of the actors/actresses used in the welcome video.”
5. Subparagraph 3) on page 20 of Paragraph 3. Video and Audio Capability, under Section 2, Scope of Services of the RFP shall be deleted in its entirety and replaced with the following:
- “3) The Successful Offeror shall provide a welcome video clip cost using: a) professional talents; and b) HPHA staff and/or public housing residents for each language in the price proposal.”
6. A new subparagraph 18 is added to page 23 under Paragraph B. The elements of the website shall include, without limitation, in Section 2, Scope of Services of the RFP as follows:
- “18. Designed with a counter to capture the quantity of users accessing specific landing pages for each language.
- a. Offeror shall provide itemized cost of the counter(s) for each language in the price proposal.
- b. Subject to the availability of funds, the HPHA reserves the right to eliminate all or some of the professional content editor cost components into the project/resulting contract. The Specific proposal costs(s) for the eliminated item(s) shall be excluded in the contract award.”
7. Attachment 3b – Sample Price Proposal (Revised 1/6/2016) attached hereby replaces Attachment 3a – Sample Price Proposal (Revised 12/28/2015) to reflect the combined pricing structure for the production of welcome videos featuring HPHA staff and/or public housing residents and cost of the webpage access counter.

Offerors shall reflect this change in their price proposal in order to be considered responsive. Offers submitted deviated from this structure may be rejected.

8. Subparagraph D. Contract Price Adjustments on page 17 of Section 2, Scope of Services of the RFP shall be amended to read as follows:

**"D. Contract Price Adjustment**

Each price proposal herein shall be firm. **Contract price adjustments may be allowable for unanticipated changes in the project scope as requested and approved by the HPHA".**

9. A new subparagraph E. is added on page 17 of Paragraph II. General Requirements under Section 2, Scope of Services of the RFP as follows:

**"E. Additional Services and Fees**

For work not described in the project scope, the Successful Offeror and the HPHA shall negotiate for additional needed services and fees which may arise during the course of the Contract. Any agreement shall be in writing, executed by all parties, and shall be attached to the Contract as an amendment to expire at the same time as the original Contract or subsequent period."

10. Subparagraph 3b on page 24 of Paragraph D. Service Deliverables in Section 2. Scope of Services of the RFP shall be amended as follows:

**"b. Revise draft website; conduct tests for stress, performance, and compatibility (e.g. quantity of concurrent user connections on various internet browsers); and conduct demo session as deemed necessary by the HPHA."**

11. The procurement timeline is hereby modified as follows:

<u>Activity</u>	<u>Scheduled Dates</u>
Public Notice Announcing RFP	Dec. 11, 2015
Distribution of Specifications	Dec. 11, 2015
Pre-Proposal Conference	Dec. 18, 2015
Deadline to Submit Written Inquires	Dec. 21, 2015
State Response to Written Inquires	Dec. 28, 2015
<b>Proposal Submittal Deadline</b>	<b>Feb. 11, 2016 4:00pm HST</b>
<b>Proposal Review</b>	<b>February 2016</b>
<b>Best and Final Offer</b>	<b>February/March 2016</b>
Notice of Award	March 2016
Contract Execution	March 2016
Start of Services	April 1, 2016 or upon Notice to Proceed

12. Attachment 1b – Wage Certificate (Revised 1/25/2016) attached hereby replaces Attachment 1a – Wage Certificate to reflect the updated proposal due date and time. Offerors shall use the attached revised Attachment 1b – Wage Certificate (Revised 1/25/2016) in order to be considered responsive. Offers submitted using Attachment 1 or Attachment 1b may be rejected.
13. Attachment 2b – Acknowledgement of Addenda (Revised 1/25/2016) attached hereby replaces Attachment 2a – Acknowledgement of Addenda to reflect the updated proposal due date and time. Offerors shall use the attached revised Attachment 2b – Acknowledgement of Addenda (Revised 1/25/2016) in order to be considered responsive. Offers submitted using Attachment 2 or Attachment 2a may be rejected.
14. All other terms and conditions of the RFP, as amended, shall remain the same.

**Part II – Clarifications to the RFP:**

1. The video portions of the website should be filmed in the 9 native languages in addition to the English language video; subtitles and voice over of the native languages on the English language video are not acceptable.
2. The HPHA will have a committee review and approve the website content/design, there may be instances where approval may be made by an individual. Mr. Nelson Lee, will be assigned as the HPHA Contract Administrator for this project and will lead in communicating/corresponding with the Successful Offeror.
3. In the testing phase, the HPHA will have a team of internal and external users involved in the testing. The HPHA Contract Administrator will confirm testing results as acceptable.
4. The Successful Offeror shall be responsible for quality assurance and signing off on the language translations.
5. The written translation languages listed on page 19 of the RFP are listed in random, not in any order of importance.
6. There is no other reporting and/or analysis requirement to be provided to the HPHA other than the standard website documentations as listed in Amendment 5 of Addendum 2 of the RFP issued on December 28, 2015 and reporting requirements as stated in the RFP.
7. The Successful Offeror is not responsible to provide ongoing translation services support for new contents added to the website after the new website is implemented. The HPHA will be responsible for updating the new website after it is implemented unless if the HPHA engages the Successful Offeror using the technical support service hours available on the Contract.

8. The required video content for the website is the welcome video clip on the home page in all 10 languages (English plus the 9 foreign languages). Other video contents are allowable and can be proposed at the discretion of the offeror.
9. The sample websites provided in response to Written Questions No. 5 of Addendum No. 2 related to the welcome video capability and style are intended for demonstration purposes only. It does not imply a requirement of the offeror to use the exact same technology in their proposal.
10. Work or services may be subcontracted or assigned to a subcontractor with the prior written approval of the HPHA. An award of the Contract shall construe as the HPHA's written approval of the subcontractor(s) named in the Successful Offeror's proposal. Any subcontractors not named in the Successful Offeror's proposal or subsequent change in subcontractor(s) named in the Successful Offeror's proposal shall be subject to the HPHA's approval. Price increase is not allowable as a result of a change in subcontractor(s). The HPHA may consider a price increase if the change is due to no fault of the Successful Offeror.

Please contact Ms. Tammie Wong, RFP Coordinator, at (808) 832-6090 should you have any questions. Thank you.



AN EQUAL OPPORTUNITY AGENCY

## **WAGE CERTIFICATE**

***SUBJECT: RFP ITO-2015-05***

**DESCRIPTION OF PROJECT**

Website Redesign Services for the Hawaii Public Housing Authority

Pursuant to Section 103-55, HRS, I hereby certify that if the awarded Contract is in excess of \$25,000.00, the services shall be performed under the following conditions:

1. The services shall be performed by employees at wages or salaries not less than wages or salaries paid to public officers and employees doing similar work.

2. The services shall be in compliance with all applicable laws of the Federal and State governments, relating to worker's compensation, unemployment compensation, payment of wages, and safety.

I understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wages required by Section 103-55, HRS.

OFFEROR NAME: \_\_\_\_\_

BY: \_\_\_\_\_  
*Signature of Person Authorized to Sign this Proposal*

**Please Print**

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

ACKNOWLEDGEMENT OF ADDENDA

RFP ITO-2015-05

Website Redesign Services for the Hawaii Public Housing Authority

The offeror has received the following Addenda, receipt of which is hereby acknowledged:

Addendum Number: \_\_\_\_\_ Date Received: \_\_\_\_\_

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Addendum Number: \_\_\_\_\_ Date Received: \_\_\_\_\_

Addendum Number: \_\_\_\_\_ Date Received: \_\_\_\_\_

Addendum Number: \_\_\_\_\_ Date Received: \_\_\_\_\_

\_\_\_\_\_  
(Offeror's Name)

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
(Printed Authorized Signature Name)

**RFP ITO-2015-05**  
**Sample Price Proposal**

**Offeror:** \_\_\_\_\_

**I. Website Redesign Services**

Prices shall be the all-inclusive itemized price, inclusive of all applicable taxes.

**A. Website Services (all other costs with the exception of the below listed items) Price**

1.	English	\$
2.	Traditional Chinese	\$
3.	Simplified Chinese	\$
4.	Korean	\$
5.	Samoan	\$
6.	Vietnamese	\$
7.	Chuukuse	\$
8.	Marshallese	\$
9.	Ilocano	\$
10.	Tagalog	\$

**B. Production of Welcome Videos**

**1. Featuring Professional Actor(s)/Actress(es)**

a.	English	\$
b.	Mandarin	\$
c.	Cantonese	\$
d.	Korean	\$
e.	Samoan	\$
f.	Vietnamese	\$
g.	Chuukuse	\$
h.	Marshallese	\$
i.	Ilocano	\$
j.	Tagalog	\$

**2. Featuring HPHA Staff or Public Housing Residents**

a.	English	\$
b.	Mandarin	\$
c.	Cantonese	\$
d.	Korean	\$
e.	Samoan	\$
f.	Vietnamese	\$
g.	Chuukuse	\$
h.	Marshallese	\$
i.	Ilocano	\$
j.	Tagalog	\$



## C. Search Engine Capability

1.	English	\$
2.	Traditional Chinese	\$
3.	Simplified Chinese	\$
4.	Korean	\$
5.	Samoan	\$
6.	Vietnamese	\$
7.	Chuukuse	\$
8.	Marshallese	\$
9.	Ilocano	\$
10.	Tagalog	\$

## D. Translation and PDF Conversion of Forms

\$

## E. Professional Content Editor Services

1.	English	\$
2.	Traditional Chinese	\$
3.	Simplified Chinese	\$
4.	Korean	\$
5.	Samoan	\$
6.	Vietnamese	\$
7.	Chuukuse	\$
8.	Marshallese	\$
9.	Ilocano	\$
10.	Tagalog	\$

## E. Counter to Capture Quantity of Users

1.	English	\$
2.	Traditional Chinese	\$
3.	Simplified Chinese	\$
4.	Korean	\$
5.	Samoan	\$
6.	Vietnamese	\$
7.	Chuukuse	\$
8.	Marshallese	\$
9.	Ilocano	\$
10.	Tagalog	\$

Total Price Proposal of Website: \$

## II. Technical Support Services

Rates shall be the all-inclusive unit price per hour, inclusive of all applicable taxes, and shall apply after the new website is launched. Services to be rendered on an as needed basis as requested by the HPHA.

<u>Description</u>	<u>Hourly Rate (A)</u>	<u>Qty (B)</u>	<u>Price (C = A x B)</u>
A. Modification of Website Templates and or Webpage Templates, not to exceed 40 hours.	\$ _____	40	\$ _____
B. Modification of Translated Contents, Multimedia Contents, and Photos, not to exceed 40 hours.	\$ _____	40	\$ _____
C. Other Modifications Services not included in A and B above, not to exceed 40 hours.	\$ _____	40	\$ _____
D. Other Technical Support Services such as troubleshooting, not to exceed 40 hours.	\$ _____	40	\$ _____

**Total Technical Support Services** \$ \_\_\_\_\_

**TOTAL PROPOSAL PRICE**  
**(Sum of Total Price Proposal of Website and Total Technical Support Services)** \$ \_\_\_\_\_